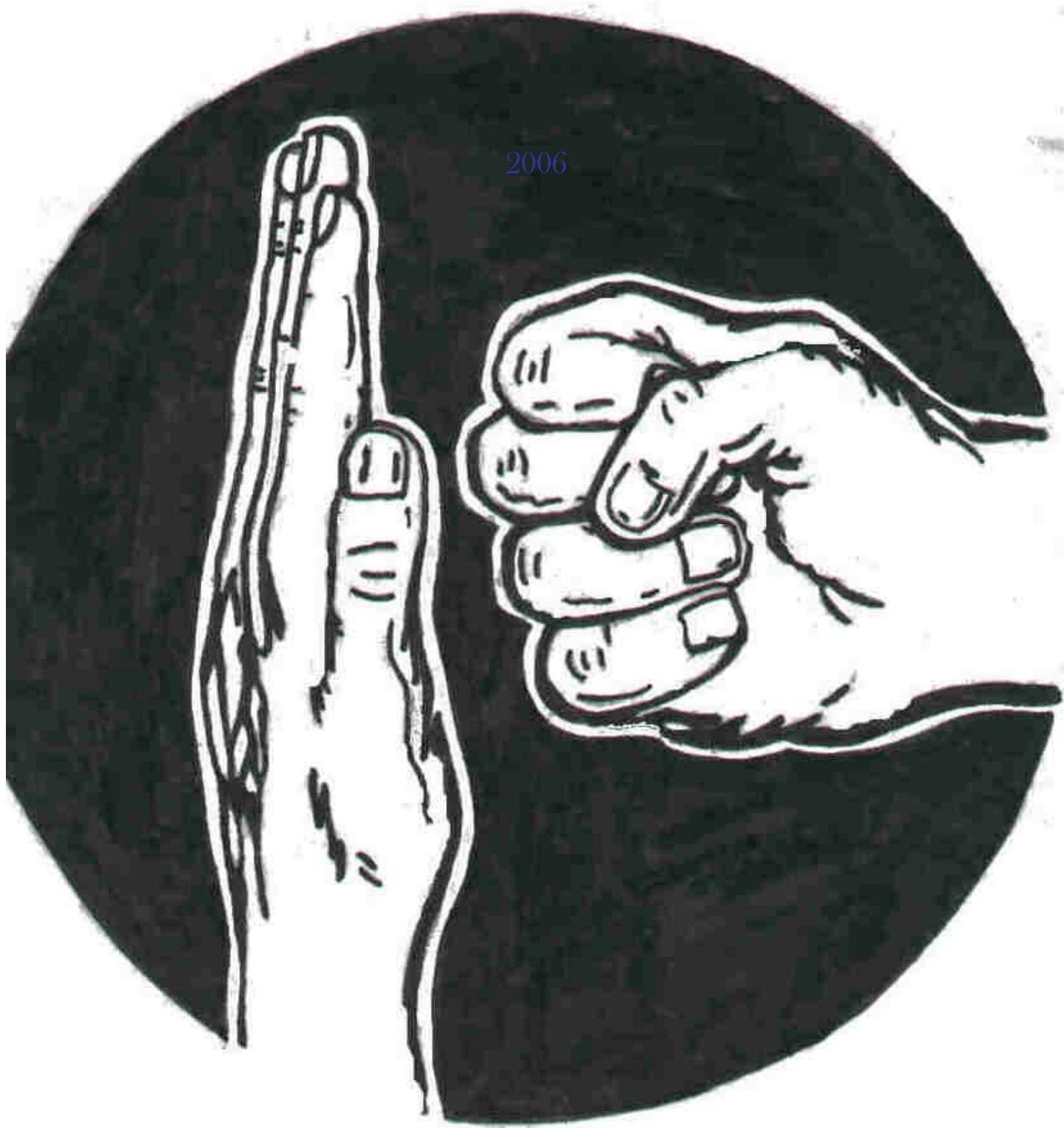


2006



## ***Grateful Thanks to:***

***Iowa Law Enforcement Academy  
for the original booklet on which this Maine version was based;  
Vanessa Kalter-Long and Alyssa Gagnon, Student Interns***

## ***With Contributions From:***

***Cumberland County Violence Intervention Partnership***

***Maine Coalition Against Sexual Assault***

***Maine Coalition Against Domestic Violence***

***Portland Department of Public Safety***

## ***Illustrations :***

***Claire Brassil & Annie Sibley O'Brien***

## ***Computer Coordination & Clipart:***

***Jane Malinowski***

## **DHHS**

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**To order additional copies of this publication, please e-mail Meryl Troop: [meryl.troop@maine.gov](mailto:meryl.troop@maine.gov)  
or call (207) 557-0232 (V) or (866)241-8639 (TTY)**

# **Domestic Violence Pictorial Interview Booklet**

**For: State of Maine Law Enforcement  
Domestic Violence Advocates  
and Interpreters**

For use with interpreters and:  
People who are Limited English Proficient,  
Deaf or Speech Impaired

Piloted and Funded by:  
Department of Health and Human Services  
Cumberland County Violence Intervention Partnership

Available online at:  
<http://www.maine.gov/dhhs//bds/mhservices/MulticulturalResource/DV/index.html>.

## Table of Contents

Topic	Page Number
Instructions .....	1
Married? .....	2
Divorced? .....	3
When Divorced/Separated? .....	4
Living Together? .....	5
Same Sex Couple? .....	6
Children? .....	7
Pregnant? .....	8
Cruelty to Animals? .....	9
Object Thrown at Victim? .....	10
Pushed .....	11
Grabbed (from front)? .....	12
Pulled Hair? .....	13
Backhanded? .....	14
Slapped Face? .....	15
Punched? .....	16
Kicked? .....	17
Choked? .....	18
Choked and held on floor .....	19
Strangled (Choked) .....	20
Weapons? .....	21
Hand Gun Pointed at Victim? .....	22
Rifle Pointed at Victim? .....	23
Threatened with knife? .....	24
Abuser Threatened Suicide? .....	25
Area Injured .....	26
Has he (the abuser) done this before? .....	27
Are you afraid of him (the abuser)? .....	28
Do you want to go? .....	29
Effective language to Describe Domestic Violence .....	30
Interview Questions for Strangulation .....	32
Domestic Violence Response: Best Practices for Law Enforcement in Maine .....	33
Human Trafficking: Questions and Hotline Information .....	35
Interpreters: Telephonic & on Site .....	36
ME Domestic Violence Victim Services Providers Address, Website & Telephone Number .....	38

## INSTRUCTIONS

This packet of illustrations is designed to assist communication in a domestic violence incident when one or more of the parties do not speak English. **The illustrations were not designed as a substitute for an interpreter and victim-advocate**, only to assist officers in communicating before assistance from an interpreter can be obtained, or as a tool to be used by the interpreter.

To use this instrument:

1. Display the illustrations to the victim and note the physical and emotional response given.
2. Next, note whether the victim affirms or denies the action in the illustration.
3. Then log the page number and indicate the response.
4. Finally, use the information gathered from this packet and, together with the other evidence gathered at the scene, determine your course of action.

Maine Domestic Violence Hotlines See back cover  
Maine Sexual Assault Hotline 1-800-871-7741  
Language Line Telephone Interpreters..1-800-874-9426

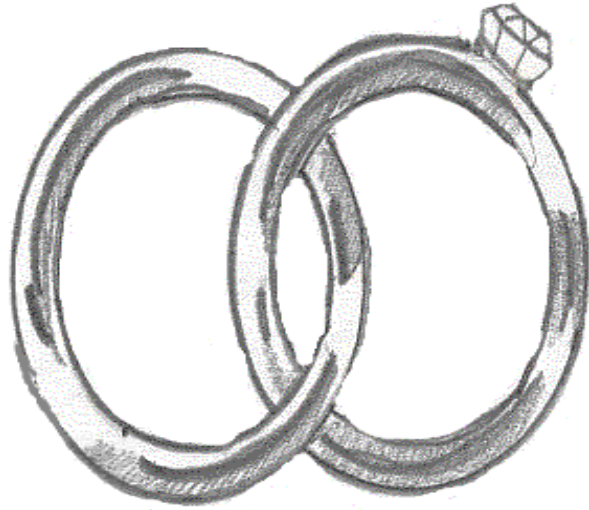
\*\*\*\*\*

Police: 911 Tape Saved?

Considering that 90% of all battering victims are women and the remaining 10% are men<sup>1</sup>, it is a matter of statistical correctness that the illustrations of violence contained hereafter depicts the victim as a woman. Domestic Violence occurs in same-sex couples as well as heterosexual couples.

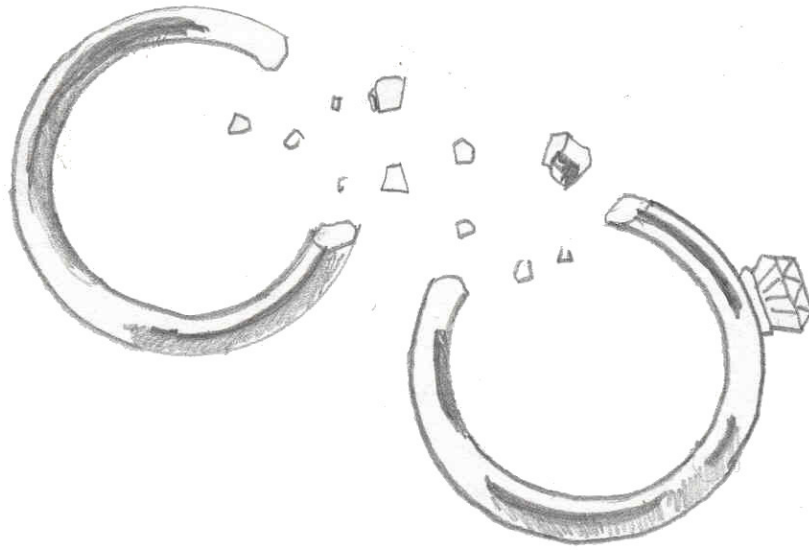
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<sup>1</sup> Kirschman, Ellen. "I Love a Cop". Guilford Press: 1997 p. 142

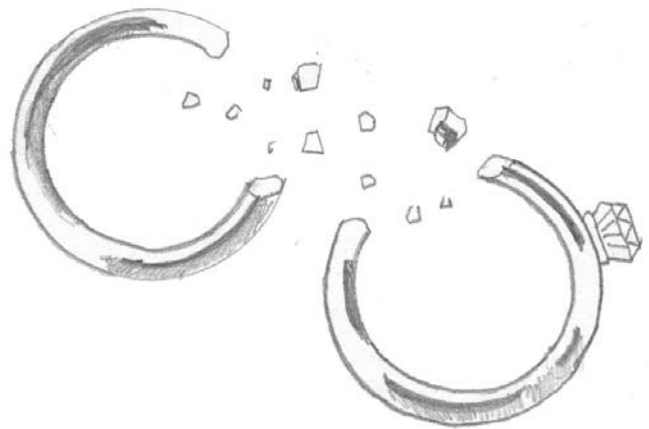
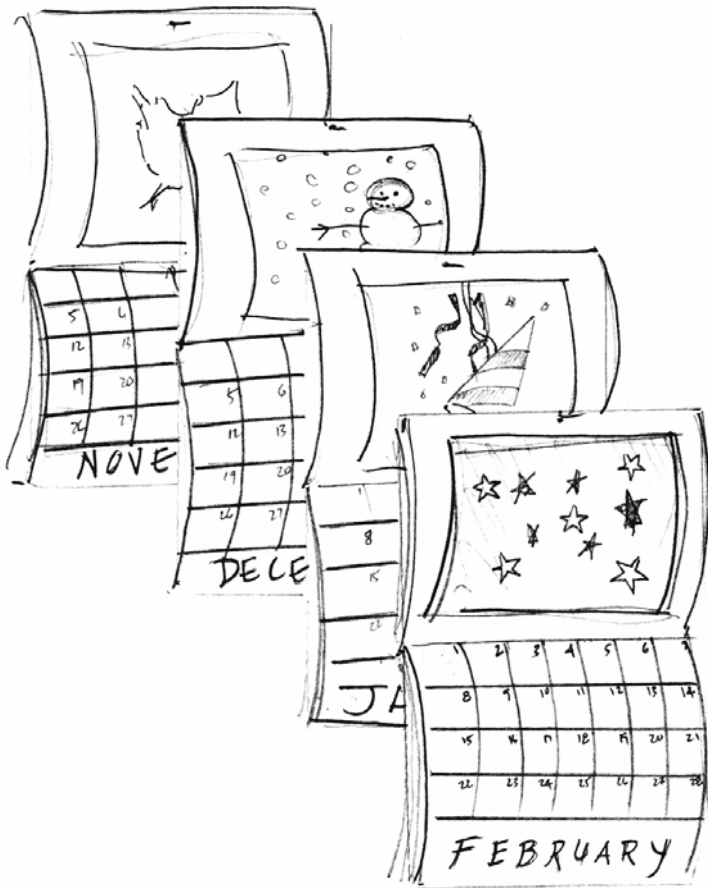


**Married?**

(2)

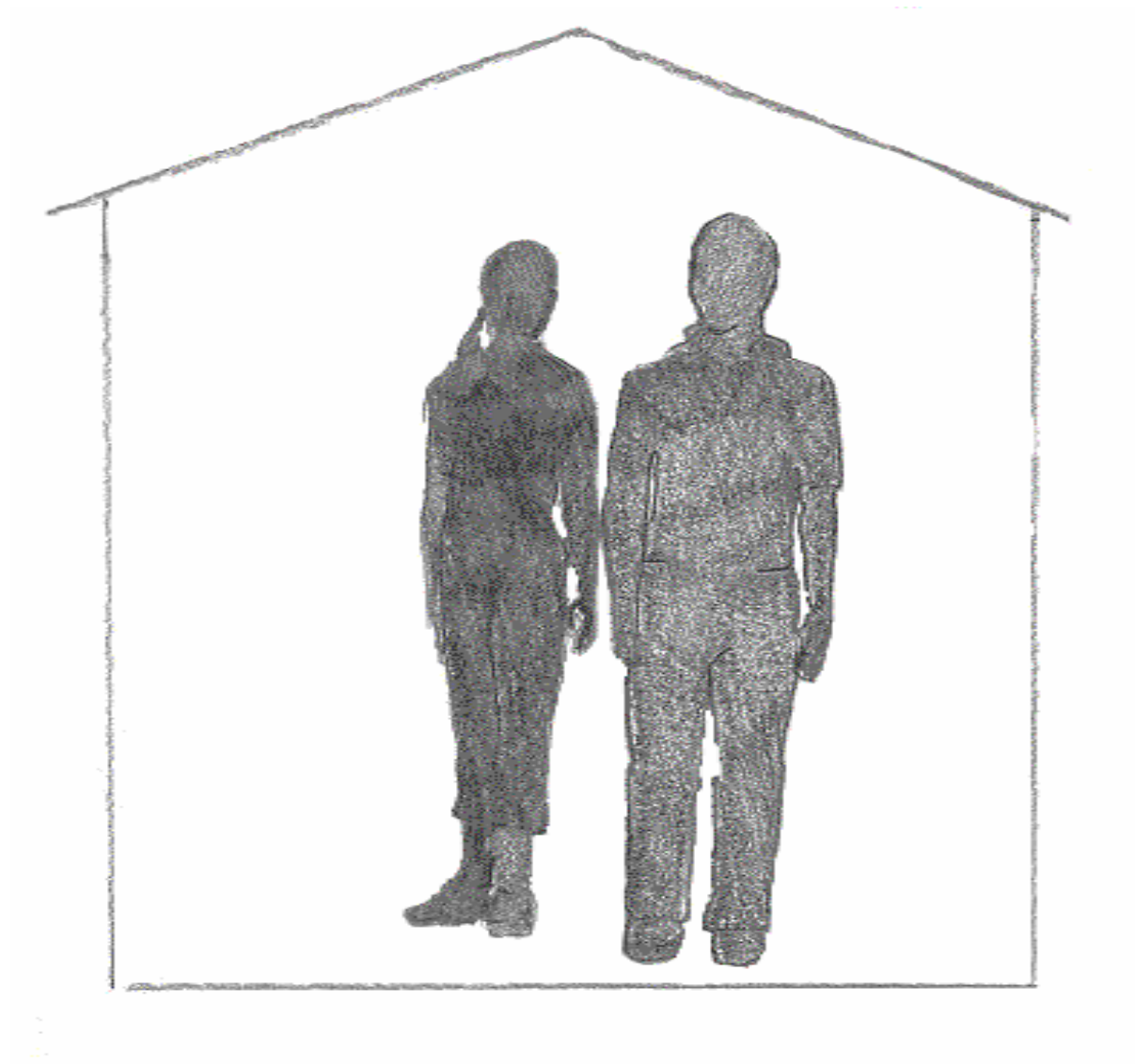


Divorced?

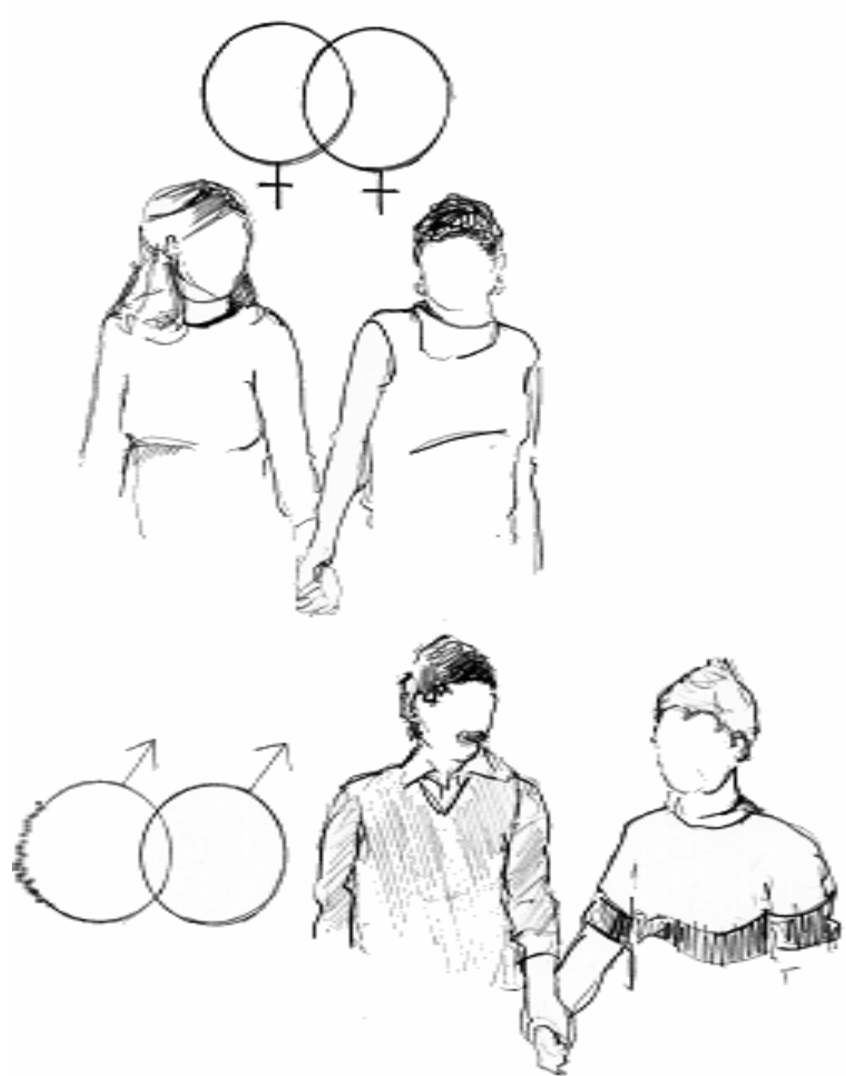


**When Divorced/ Separated?**

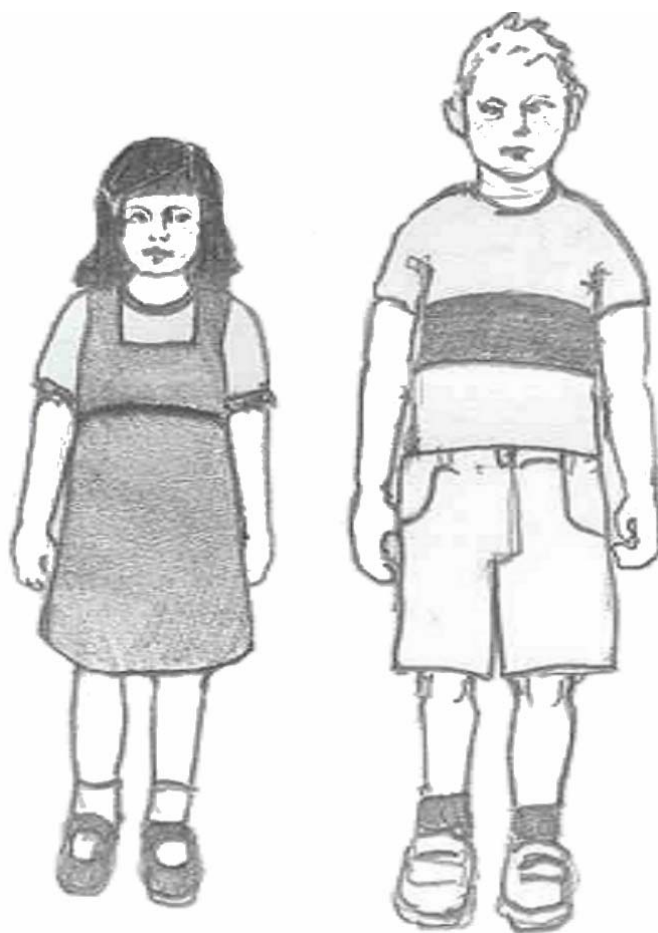




Living Together ?



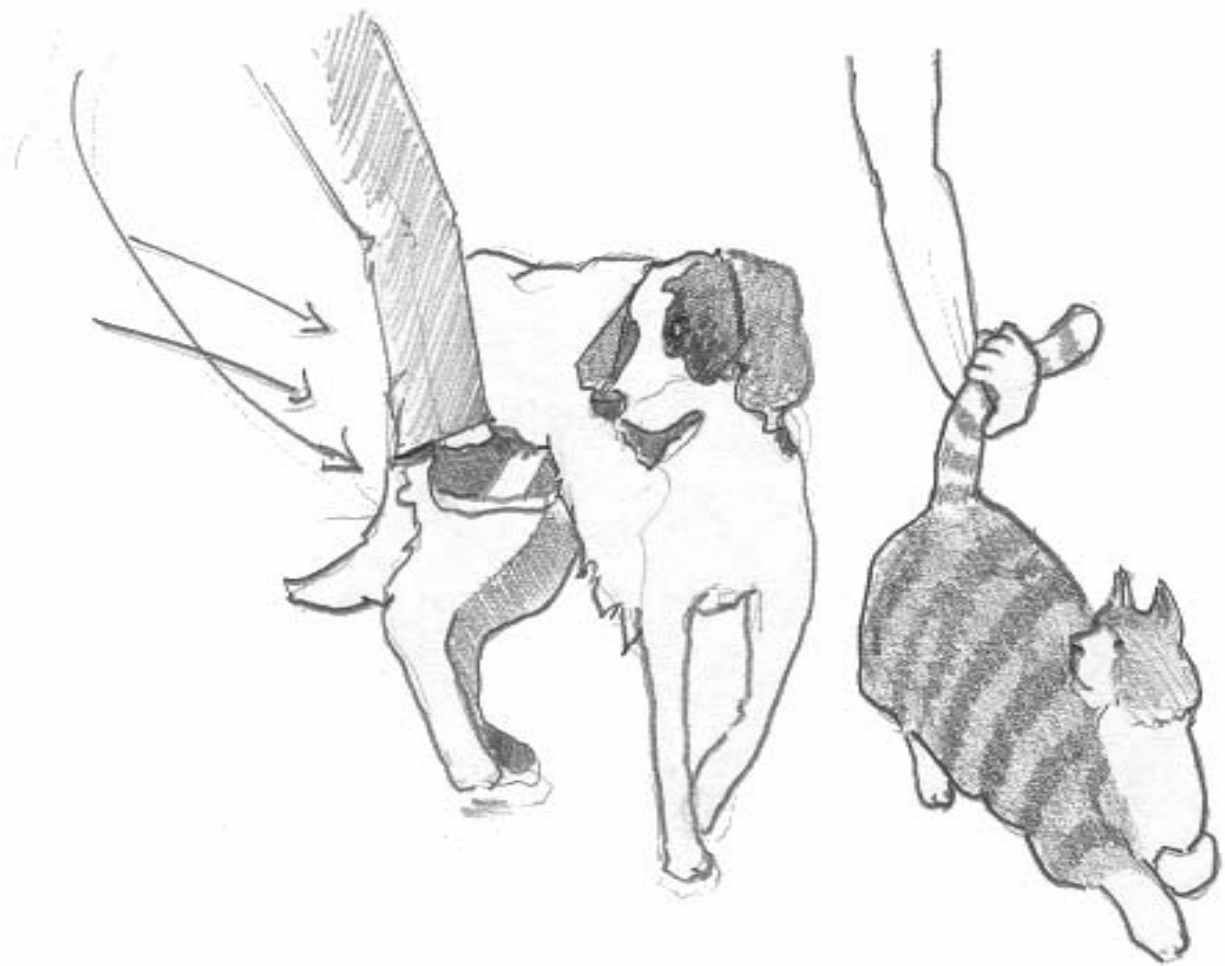
Same Sex Couple?



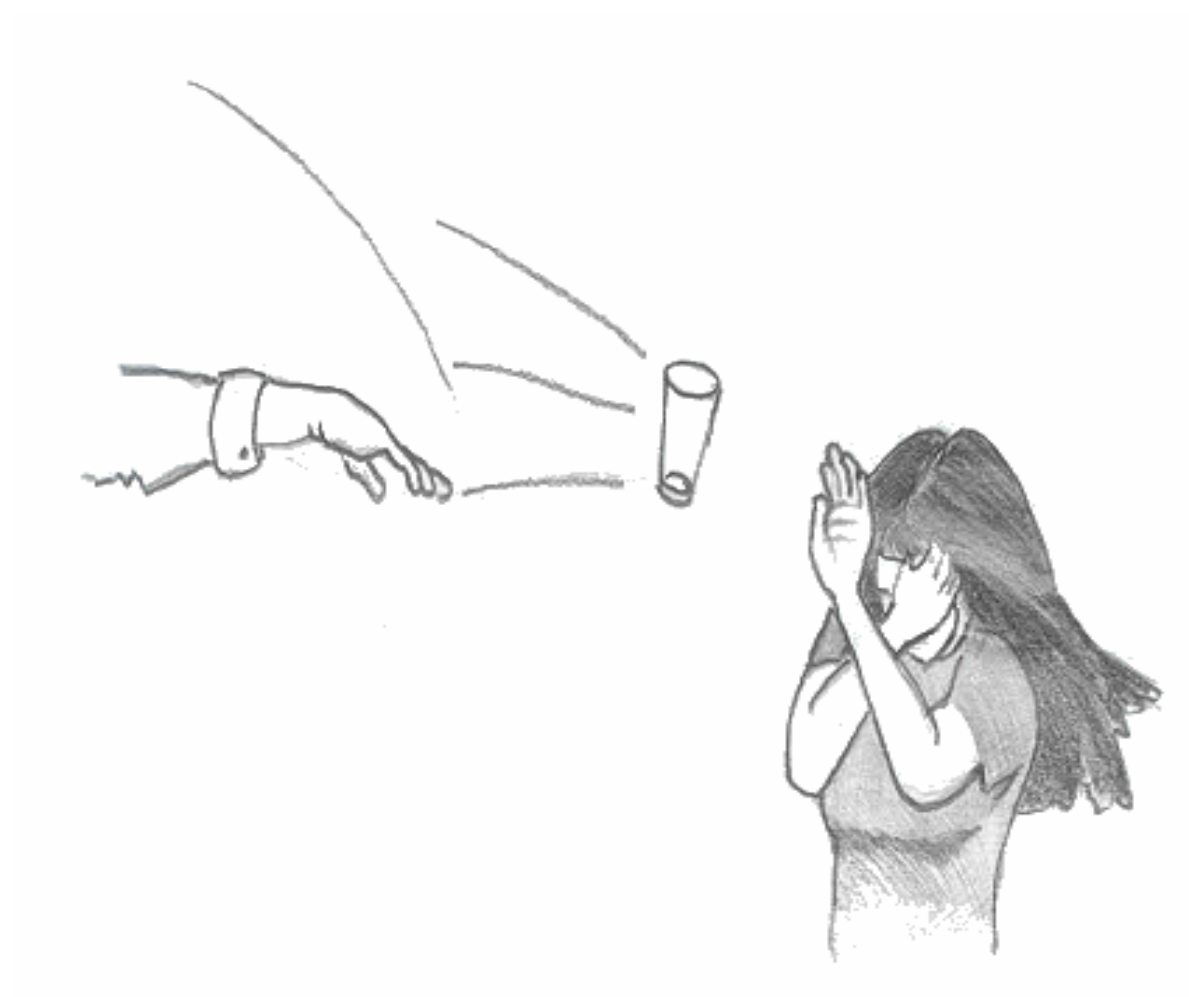
Children?



Pregnant?



**Cruelty to Animals?**



**Object Thrown at Victim?**



Pushed?



**Grabbed?  
(from front)**

(12)





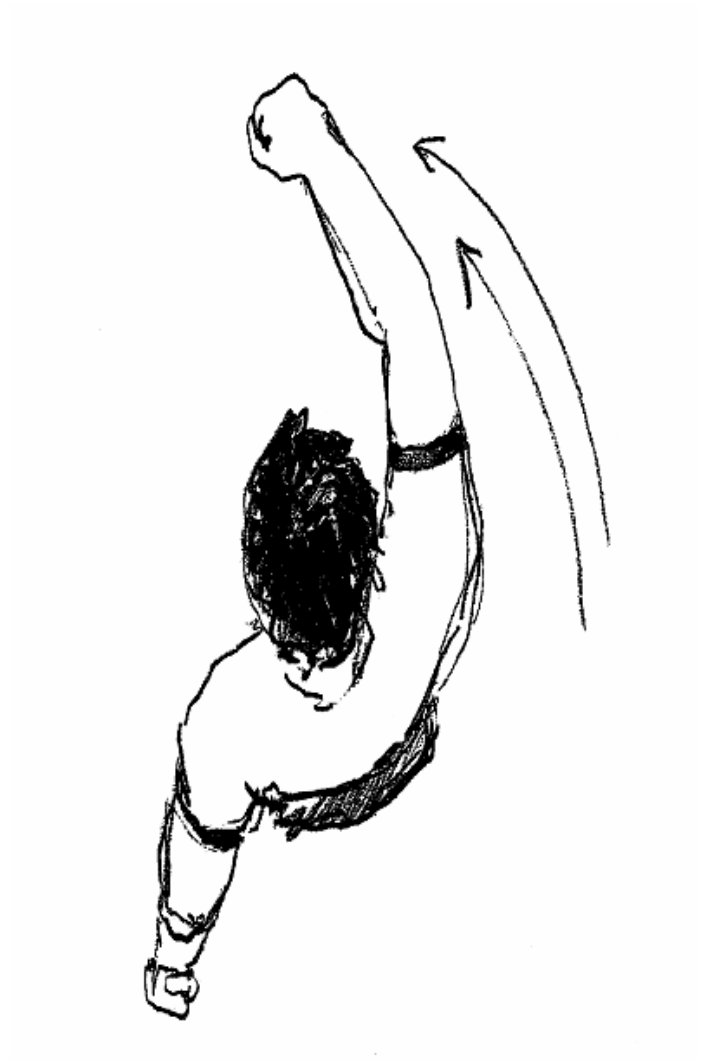
Pulled Hair?



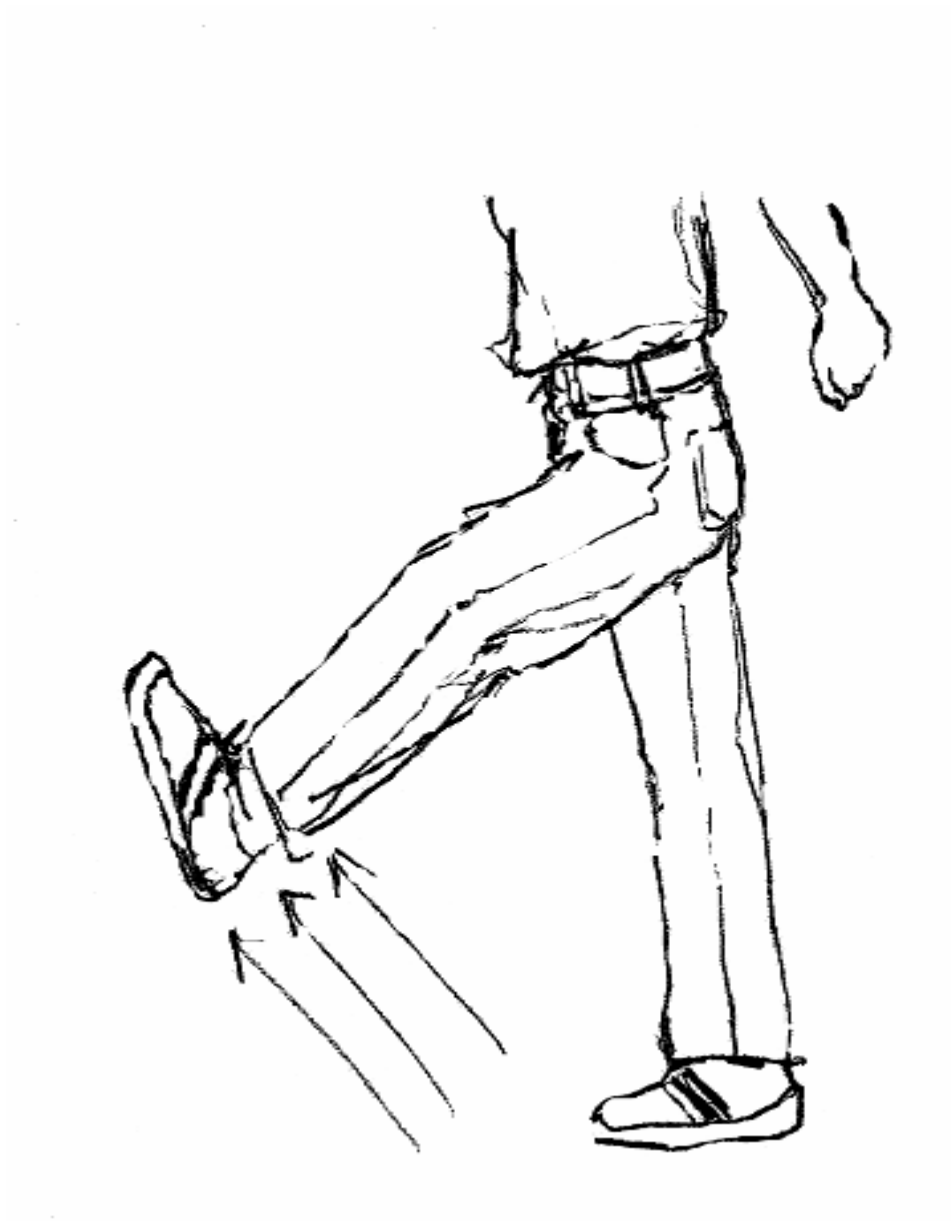
**Backhanded?**  
**(Struck in face with open hand)**



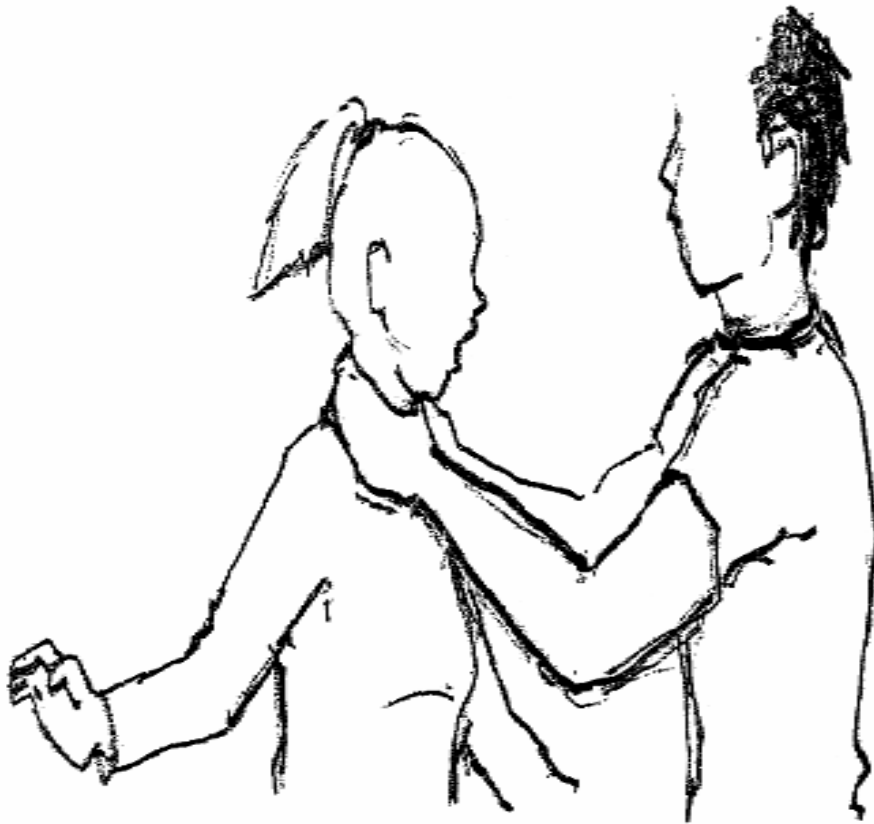
Slapped Face?



**Punched?  
(Closed Fist)**



Kicked?



**Choked?**  
**(from front with hand)**

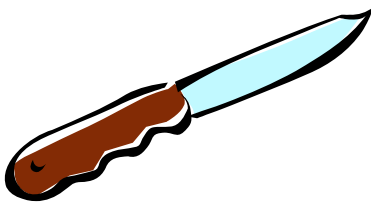
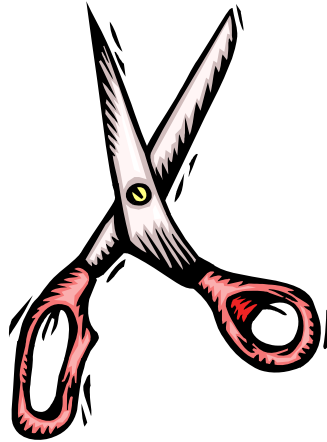


**Choked and held on floor?**

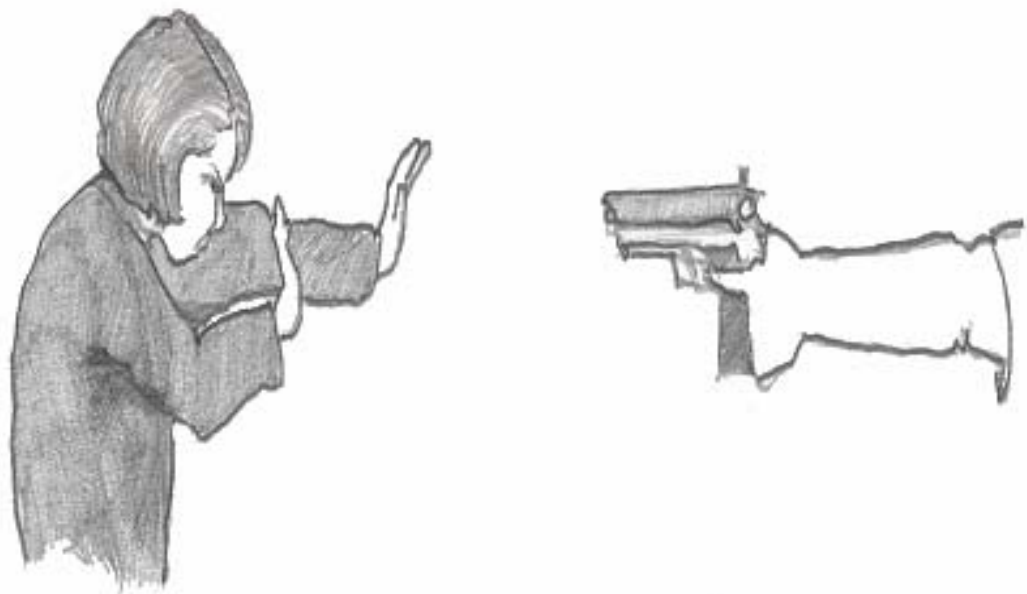


**Strangled (Choked)?**  
(from behind with forearm)





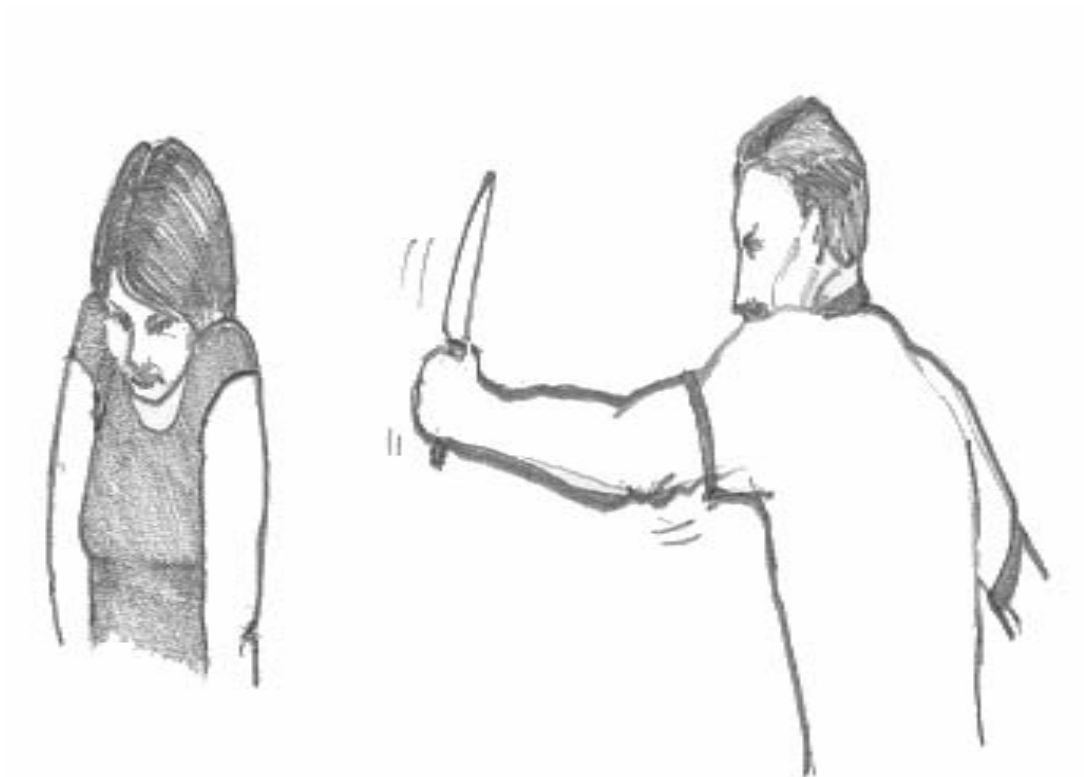
Weapons?



**Hand Gun Pointed at Victim?**



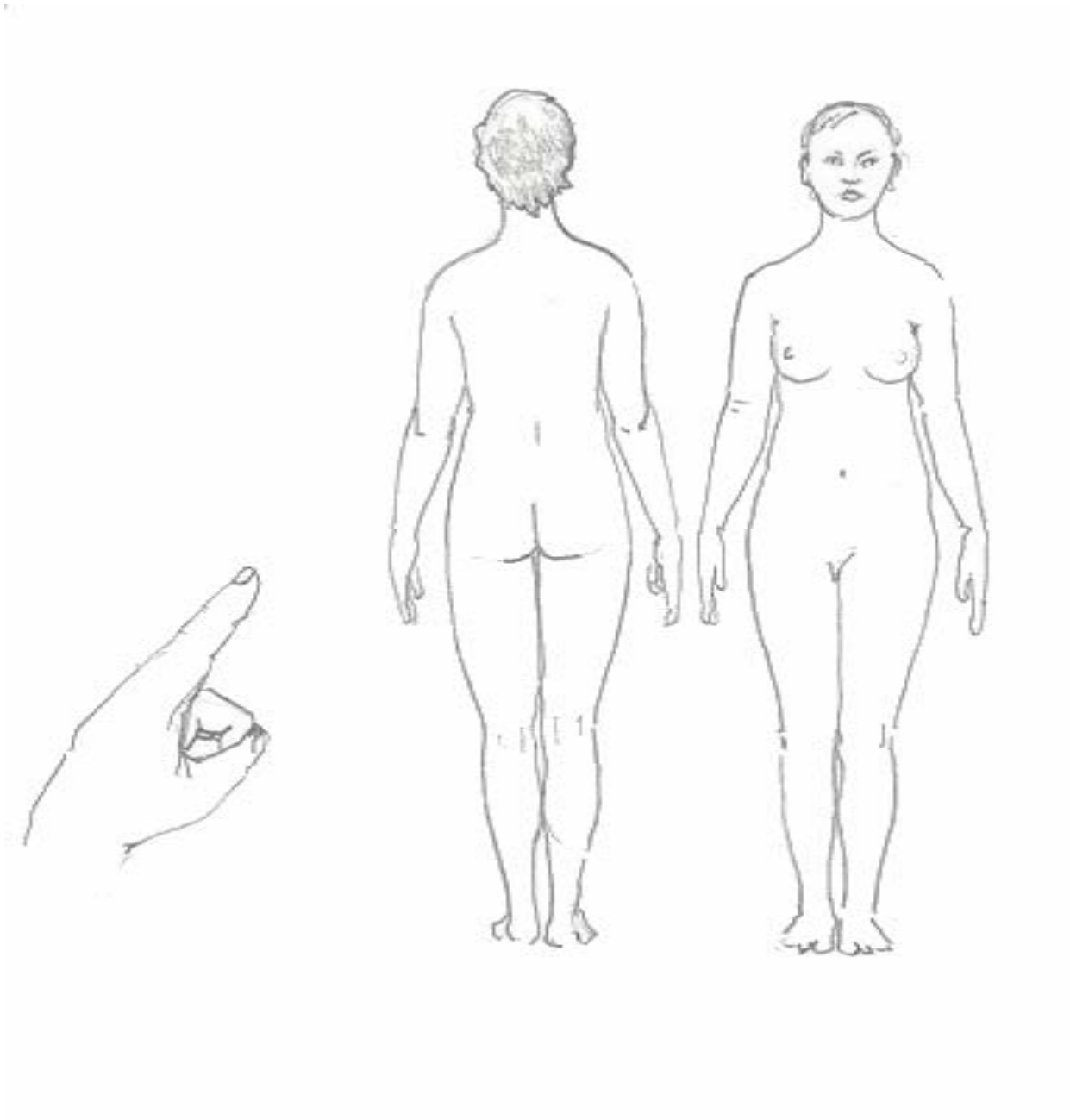
Rifle Pointed at Victim?



**Threatened with Knife?**



**Abuser Threaten Suicide?**



**Point to Area Injured**

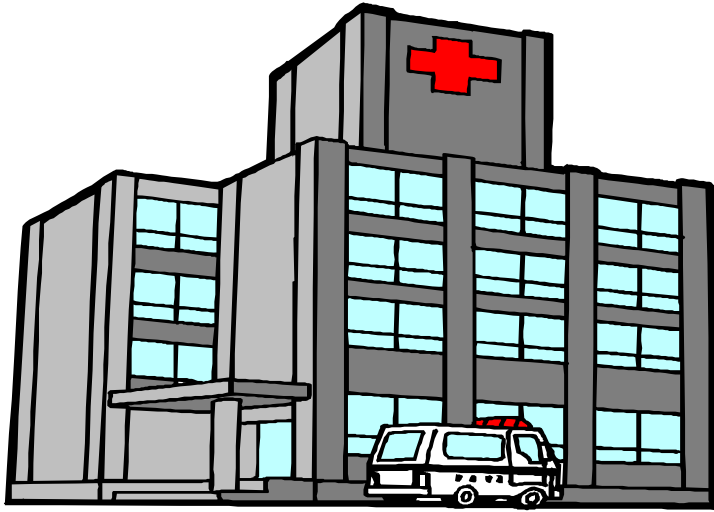


Has he **(the abuser)** done this before?

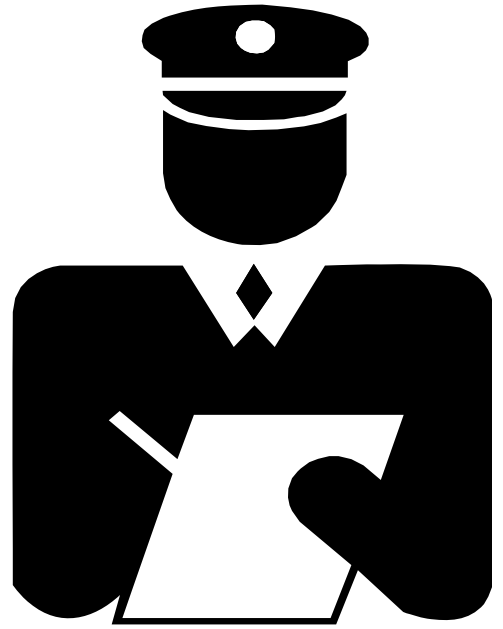


Are you afraid of him **(the abuser)?**





(Hospital)



(Safe House)

Do you want to go to...?

## Effective Language to Describe Domestic Violence

- Grabbed, pushed, pulled, jerked, shoved
- By force, coerced
- Forceful strike, hit with fist/back of his fist, closed fist
- Back-handed me
- Choking (i.e. strangulation)
- Beating
- Bruises head to toe
- Swollen, eye swollen shut, face was swollen everywhere
- Throbbing, life-threatening injuries
- Bloody, saturated in blood, hair matted with blood
- The worst crime scene I've ever seen
- Sobering
- Defendant's use of a weapon for protection in the neighborhood
- He cut the telephone wires, he broke the lock, he kicked in the door
- He went into a rage
- Defendant said he was "not done" with the victim
- Irritated
- Jealous
- Truly loved her
- To survive, a good actress
- Reunite with defendant

## Effective Language to Describe Domestic Violence (cont.)

### Description of victim's reaction

- Dazed, confused, scared, afraid, terrified
- Couldn't work for a month
- Bawling
- Curled up in a ball
- Borderline hysteria
- Breathing heavily
- Like hit by a truck
- Headache for days
- Couldn't go back to work

### Victim Statements

- I knew he wasn't going to let me live.
- I couldn't breathe.
- I didn't deserve what he done to me.
- He said he would rip my heart out and feed it to me.
- He had that look in his eye.
- I could tell that he was very angry.
- He had his hands around my neck.

### Offender Statements

- She won't be back
- It's going to happen here.
- If I can't have you, no one will.
- We belong together.
- No one will love you as much as I do.
- I'll come and find you and I'll kill you.
- I just killed my wife.

## Interview Questions for Strangulation

**ASK** every victim of domestic abuse whether she was “choked”

*When a victim says she was “choked”, an officer should ask the following questions:*

- Can you describe in detail how the suspect strangled the victim?
- Did the offender use one or two hands?
- How much force was used?
- How hard did the offender grab the victim’s throat?
- How much shaking? (little to whipping back and forth)
- Did the victim have difficulty breathing during the incident?
- Did the victim report urinating or defecating during the incident?
- Did the victim feel light headed, faint, or lose consciousness?
- Did the victim become nauseous or report vomit?
- Any trouble swallowing or raspy voice?
- Any incident of strangulation before this one?
- Was the suspect wearing rings?
- Were there any corroborating witnesses?

Have you described the victim’s injuries in written detail and photographed them?

Have you taken follow-up photos? (1-3 days later)

If an object was used, was it photographed and seized?

*Officers should always refer the victim for medical treatment and for domestic violence services from the agencies listed on the back page.*

**Domestic Violence Response:  
Best Practices for Law Enforcement in Maine**

**I INITIAL RESPONSE**

- A. Secure the scene and restore order
- B. Locate parties upon arrival and **separate them**
- C. Secure all weapons
- D. Assess medical needs of parties
- E. **Note excited utterances**—exact words by all parties including children, and all parties’ emotional and physical condition
- F. Never use children, or the other party, or friends of either party as interpreter. Use telephonic interpreters to ensure neutrality and to obtain accurate statements. Wait for legally qualified sign language interpreter to arrive on scene.

**II AT-SCENE INVESTIGATION**

- A. Interviews – video or audiotape preferred**
  - 1. Victim and Suspect
    - a. Interview twice to test consistency of statements –determine what occurred with detailed description of the crime(s)
    - b. Determine history of abuse -include convictions, arrests, time in jail, undocumented/unreported acts of abuse, and any other dynamics of power and control observed at scene
    - c. Note offender risk factors for dangerousness – stalking behaviors, victim fears offender, escalating violence, victim pregnant, multiple law enforcement involvement, access to weapon, substance abuse, threats to kill self/other/children, cruelty to animals, depression/mental illness, recent separation/divorce in relationship, PFA/PFH order in effect
    - d. Check NCIC for warrants and PFA orders
  - 2. Children (in the home, even if not present at the scene)
    - a. Names and dates of birth
    - b. Current/historical abuse that the children have witnessed
    - c. Talk to children about their safety
  - 3. Other witnesses at the scene
    - a. Family    b. Friends    c. Neighbors
- B. Make the predominant aggressor determination**
  - 1. Investigate possibility of self-defense or human trafficking by either party (see page 35)
  - 2. Note the relative strength of each party
  - 3. Note the nature and severity of any injuries – look for self defense injuries
  - 4. Determine credibility and ability
  - 5. Determine the history of abuse and likelihood of future harm
  - 6. Avoid temptation to believe the party with the best English communication skills.
- C. Obtain written statements at the scene – do not leave affidavits to be filled out later**
  - 7. Record or document suspect’s statement, interpreter’s name and credentials.
  - 8. Record or document victim’s statement, interpreter’s name and credentials.
  - 3. Determine where suspect lived previously – to locate priors and determine felon status
  - 4. Obtain name/contact information of someone who always knows how to reach victim

## **Best Practices for Law enforcement in Maine (continued)**

### **D. Collect and Preserve All Relevant Evidence**

1. Photograph the crime scene
  - a. All parties including children to show injury and demeanor – for use at bail hearings, trial, sentencing
  - b. Property damage
2. Seize weapons used
3. Collect damaged property
4. Collect other pertinent physical evidence – hair, blood, torn clothing etc.

### **E. Possible actions at the scene**

1. Arrest
2. Serve trespass/harassment notice
3. Transport for medical attention
4. Obtain medical release from victim
5. Complete jail phone block form with victim
6. Provide referral information for PFA/PFH order
7. Provide referral information for local domestic violence project, sexual assault center, and/or batterers intervention program (see back page)
8. Complete victim consent form to have domestic violence advocate make follow-up contact with victim
9. Report Human Trafficking-hotline 1-888-3737-888 (see page 36)

## **III. REPORT WRITING CHECKLIST**

- A. Note who called the police
- B. Note the names, dates of birth, and relationship between parties – note elder abuse and gay/lesbian/bisexual/transgender
- C. Note the times of the incident, arrival, and statements – for excited utterance purposes
- D. Describe the scene/all crimes – note occurrence of strangulation
- E. Describe injuries, medical attention, and emotional states of parties
- F. Note the use of weapons
- G. Note alcohol/drug use
- H. Note bail status and conditions, probation status and conditions, and PFA/PFH order status and conditions
- I. Victim and suspect statements
- J. Information from children and other witnesses
- K. Photographs and other relevant evidence
- L. Probable cause determination for each arrested party
- M. Attach criminal records checks – SBI, Triple-I
- N. Interpreter Documentation – name, agency (if any), contact information, license number (sign language only)

## Best Practices for Law Enforcement in Maine (continued)

### IV. FOLLOW-UP

#### A. Bail

1. Give bail commissioner detailed information including victim's name, date of birth, address and phone number, language spoken, exact relationship to offender, history of domestic violence, and any probation, bail, or PFA order conditions
2. Ask for appropriate bail conditions – for example: no contact direct or indirect with the victim, no returning to residence, no possession/consumption of alcohol or drugs, no possession of firearms

#### B. Notify victim upon receiving information from correctional facility re: suspect's release

#### C. Advise local domestic violence investigator of the case

#### D. Collect 911 tape and other audio/video evidence

#### E. Follow-up with victim and take additional photographs of injuries

#### F. Interview and obtain written statements from EMTs – including run sheets – and officers/dispatchers

#### G. Obtain medical records and ER photographs

#### H. Deliver victim consent form to domestic violence project for follow-up contact

#### I. Refer to victim-witness advocate for follow-up contact

#### J. Report to DHHS – **Child Protective Services 1-800-452-1999; Adult Protective 1-800-624-8404**

#### K. Follow up for federal prosecution

*This Best Practices protocol was adapted from "Peace In Our Families" – a collaborative of representatives from statewide domestic violence task forces – and has been endorsed by the following groups: Maine Chiefs of Police Association, Maine Coalition Against Sexual Assault, Maine Coalition to End Domestic Violence, Maine Commission on Domestic and Sexual Abuse, Maine Prosecutors Association, Maine Sheriffs Association, Maine State Police, Office of the Attorney General, Office of the U.S. Attorney. The template for this protocol is available from the Maine Criminal Justice Academy – revised 1/03, adapted for this publication 3/06*

## HUMAN TRAFFICKING

### LOOK BENEATH THE SURFACE

The person you have encountered or taken into custody may be a victim of human trafficking.

The Trafficking Information and Referral Hotline will help you determine if you have encountered victims of human trafficking, will identify local resources available to help victims, and will coordinate with local social service organizations to assist victims so they can begin the process of restoring their lives.

Victims you identify and assist may help the **prosecution** and **conviction** of their traffickers.

**Trafficking Information and Referral Hotline, 1-888-3737-888**

These questions may help you identify a trafficking victim:

- What type of work do you do?
- Are you being paid?
- Can you come and go as you please?
- Have you or your family been threatened?
- What are your working and living conditions like?
- Where do you sleep and eat?
- Do you have to ask permission to eat/sleep/go to the bathroom?
- Are there locks on the doors/windows so you cannot get out?
- Has your identification or documentation been taken from you?

If you think someone is a victim of human trafficking, call the **Trafficking Information and Referral Hotline, 1-888-3737-888**, to obtain information and to access supportive services for the victim.

If you are not in a position to question a potential victim of human trafficking, look for the following clues:

- Evidence of being controlled
- Evidence of inability to move or leave job
- Bruises or other signs of physical abuse
- Fear or depression
- Not speaking on own behalf and/or non-English speaking
- No passport or other forms of identification or documentation



## Interpreters: Telephonic and On-Site

### Maine Interpreter Referral Agencies - Sign Language:

**Pine Tree Society – Interpreting Services** - Phone: 885-0536 [www.pinetreesociety.org](http://www.pinetreesociety.org)

**Certified Interpreting** – Phone: 798-7995 [www.certifiedinterpreting.com](http://www.certifiedinterpreting.com)

**Bangor Interpreting Agency** – Phone: 207-989-8888 [www.bangorinterpreting.com](http://www.bangorinterpreting.com)

### Maine Interpreter Referral Agencies - Spoken Languages:

**Catholic Charities Maine/RISinterpret** – southern Maine, 35 languages

Phone: 523-2717 Fax: (207) 774-7166 <http://www.ccmaine.org/RISinterpret>

**Maine S.A.F.E. – Spanish and Portuguese in central and northern Maine**

Phone: 634-3326 FAX: 634-5389; [padoel@colby.edu](mailto:padoel@colby.edu)

**Bangor Interpreting Agency** – Phone: 207-989-8888 [www.bangorinterpreting.com](http://www.bangorinterpreting.com)

### National Telephone Interpreters – 24/7

**Language Line** - Phone: 1-800-874-9426 (Operator Access); 1-800-367-9559 (Automated Access), [www.language.com](http://www.language.com)

**Certified Languages International** - Phone: 1-800-CERTIFIED, 1-800-237-8434

Fax: 1-800-362-2941 [www.clilang.com](http://www.clilang.com)

**Pacific Interpreters** - Phone: 1-800-870-1069 [www.pacificinterpreters.com](http://www.pacificinterpreters.com)

## FAQ

### How is my call connected to a telephone interpreter?

You simply dial a toll-free number, provide your account information and request the language needed. In seconds you will be connected to an interpreter. If you need help at any time identifying the limited English speaker's language, just ask or say "Help" and a Customer Agent, trained in language identification will help you. If you are face-to-face with the limited English speaker, you may be able to guess what part of the world the person comes from and use the Language ID Card to pinpoint the language needed. Also, knowledge of the demographics of your customer base is helpful. A speaker phone makes it easier for all to hear at once; a cell phone or land line can be handed back and forth for the interpretation to take place if no speaker phone is available.

### How long does it take to reach a telephone interpreter?

On average, you are connected to an interpreter within seconds once your account information is taken. Occasionally the connection time for a less commonly requested language may be a bit longer.

### Can I reach an interpreter at night or on weekends?

The national telephone agencies operate 24/7/365. On rare occasions, all interpreters for a particular language may be busy and you'll be asked to call back in a few minutes.

For sign language, on-site interpreters are available on-call for emergencies. Some agencies have videoconferencing capability and can connect you with an interpreter through the videoconferencing equipment at a local hospital.

### What if it turns out I requested the wrong language?

Ask the interpreter to route you back to the Customer Service Agent for assistance. If you know the correct language, say the name of the language and proceed as usual. If you're unsure of the correct language, ask for a customer service agent trained to help in language identification.

### **What happens if we have a problem hearing one another on a call?**

Relay the appropriate instructions to the limited English speaker as to how you will re-establish contact. Say “end of call” to your interpreter and hang up. Then redial and ask the Agent to place your call and monitor it for sound quality.

**What should I do when the interpreter joins the conversation?** Start by briefing the interpreter. Summarize what you wish to accomplish and give any special instructions. Don’t assume that the interpreter or limited English speaker knows more about your organization or its procedures than what you tell them. Take the lead in the conversation. Give the interpreter specific questions to relay. Group your thoughts or questions to help the conversation flow naturally and quickly. For example, ask for an address and phone number as one question.

**Speak directly to the Limited English Proficient person, rather than asking the interpreter “ask him if...” or “tell her that...”**

### **What guarantee of confidentiality do I have?**

Generally, each interpreter signs a confidentiality agreement with the referral agency and is bound by a strict Code of Ethics, ensuring that all information pertaining to the work we do for you remains strictly confidential. Interpreters routinely destroy all notes.

### **What should I do to facilitate the interpretation?**

Avoid slang, jargon, acronyms or technical terms that may not interpret well into other languages and cultures. As you would in any conversation, you may have to clarify points the limited English speaker doesn’t readily understand. If you need to clarify a point, ask the interpreter right away, don’t wait, as it is difficult for an interpreter to both interpret and recall the conversation. Professional interpreters are trained to ask for clarification if you use a term they do not know.

**Are calls recorded?** No. However, you are free to record from your end, consistent with any legal stipulations.

### **What do I need to document?**

Telephone interpreters often have an Interpreter Identification Number, and also identify themselves by first name. Write down the interpreter Identification Number and the agency used for future reference. For on-site interpreters, note name, agency and contact information.

### **Who pays for this service?**

The entity providing the service (law enforcement, DV agency, medical care, etc.) pays for the interpreter service, never the Limited English Proficient or Deaf person. Calls to interpreter agency 800-numbers are free. Telephone interpreter usage is billed in one-minute increments and charges begin when the interpreter comes on the line. On-Site interpreter agencies often have one-hour minimum charges as well as travel time and perhaps transportation costs. Your bill will list the date, time and duration of the call, language, interpreter number, and the name of the person requesting the interpreter. **All entities should have policies and procedures in place to handle interpreting issues such as payment, authorization, when interpreters are needed, etc.**

**MAINE DOMESTIC VIOLENCE VICTIM SERVICES PROVIDERS  
ADDRESS, WEBSITE & TELEPHONE NUMBERS**

**Abused Women's Advocacy Project**

(Oxford, Franklin & Androscoggin Counties)  
P.O. Box 713  
Auburn, ME 04212-0713  
Administrative Telephone #: 207-795-6744  
[www.awap.org](http://www.awap.org)  
Hotline #: 1-800-559-2927 or 207-795-4020

**Battered Women's Project**

(Aroostook County)  
421 Main Street, Suite 2  
Presque Isle, ME 04769  
Administrative Telephone #: 207-764-2977  
no website  
Hotline #: 1-800-439-2323

**Caring Unlimited**

(York County)  
P.O. Box 590  
Sanford, ME 04073  
Administrative Telephone #: 207-490-3227  
[www.caring-unlimited.org](http://www.caring-unlimited.org)  
Hotline #: 1-800-239-7298 or 207-324-1802

**Family Crisis Services**

(Cumberland & Sagadahoc Counties)  
P.O. Box 704  
Portland, ME 04104  
Administrative Telephone #: 207-767-4952  
[www.familycrisis.org](http://www.familycrisis.org)  
Hotline #: 1-800-537-6066 or 207-874-1973

**Family Violence Project**

(Kennebec & Somerset Counties)  
P.O. Box 304  
Augusta, ME 04332  
Administrative Telephone #: 207-623-8637  
[www.familyviolenceproject.org](http://www.familyviolenceproject.org)  
Hotline #: 1-877-890-7788 or 207-623-3569

**New Hope For Women**

(Knox, Lincoln & Waldo Counties)  
P.O. Box A  
Rockland, ME 04841  
Administrative Telephone #: 207-594-2128  
[www.newhopeforwomen.org](http://www.newhopeforwomen.org)  
Hotline #: 1-800-522-3304 or 207-594-2128

**Spruce Run**

(Penobscot County)  
P.O. Box 653  
Bangor, ME 04402  
Administrative Telephone #: 207-945-5102  
[www.sprucerun.net](http://www.sprucerun.net)  
Hotline #: 1-800-863-9909 or 207-947-0496

**The Next Step**

(Hancock & Washington Counties)  
P.O. Box 1465  
Ellsworth, ME 04605  
Administrative Telephone #: 207-667-0176  
[www.nextstepdvproject.org](http://www.nextstepdvproject.org)  
Hancock County Hotline #: 1-800-315-5579 or 207-667-4606

P.O. Box 303

Machias, ME 04654

Administrative Telephone #: 207-255-4934

Washington County Hotline #: 1-888-604-8692 or 207-255-4785

**Womancare**

(Piscataquis County)  
P.O. Box 192  
Dover-Foxcroft, ME 04426  
Administrative Telephone #: 207-564-8165  
[www.wmncare.org](http://www.wmncare.org)  
Hotline #: 1-888-564-8165 or 207-564-8165

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**Maine Coalition to End Domestic Violence**

170 Park Street  
Bangor, ME 04401  
207-941-1194  
[www.mcedv.org](http://www.mcedv.org)

This Statewide Coalition does administrative work –  
does not provide direct services